



The Downtown Informer

Heartland Region - St. Louis Field Office Edition

Summer 2004

www.gsa.gov

GSA Field Office Update

By: Charles Meyer, Director

It's been almost 6 months since our last edition of the Downtown Informer (DI). Hopefully the frequency of publication meets everyone's expectations. The frequency of publication is based on providing information unique to GSA's customers in the St. Louis area and not information easily obtained from other sources such as magazines and web sites.

Past editions of the Downtown Informer have been hard copy newsletters. This is our first attempt at utilizing a web based format. The main advantage of doing this is it allows us to reach more of our customers. It will also allow for more timely publications.

On another topic, nationally, GSA is redefining their business processes. Our emphasis is to be more proactive in meeting your workplace needs. Processes include delivery of products and services, lease administration, operation and maintenance of federally owned buildings, and all other processes involved with providing our customer's the services they need for their mission. Our continued focus is on you, the customer, and GSA wants to better understand your business requirements and workspace needs and offer workplace solutions that allow you to more efficiently meet these needs. This requires GSA's assets; physical (buildings, desks, computers, etc.), technology (software and methodologies), human (human capital management) be aligned to meet the customer's service direction. Hopefully you will notice the positive impact of these changes as these realigned business processes evolve.

I hope the local Downtown GSA Field Office is being responsive to all your building and business needs. If you have suggestions or feel certain areas of our service support need improving, please e-mail me at charlie.meyer@gsa.gov, or call you local building manager or lease administrator at 314.539.7305. Thanks for allowing my office to serve you.



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ROBERT A. YOUNG FEDERAL BUILDING

Customer Survey Follow Up - R.A.Y.

By: Matt Veeh, GSA Real Property Specialist

The GSA remains focused on improving customer satisfaction for tenants of the Robert A. Young (R.A.Y.) Federal Building. We rely on customer feedback and building improvement suggestions to help us better understand customer needs and expectations. Listed below are just a few examples of building improvement projects completed, or planned, because of customer suggestions during the last tenant survey.

Sensors were installed in elevators to prevent the doors from accidentally closing on people, and handicap access to the elevator phones was improved. The restrooms and fixtures were enhanced with the installation of automatic faucets and flushometers. Future plans include replacement of the stair treads (currently under construction), tinting of outside windows, replacement of basement flooring tile, and the renovation of the lobby.

The GSA is committed to improving the R.A.Y. building and the surrounding area for its tenants. We will continue to make every effort to create a safe and comfortable environment, conducive to your mission needs.

2003 Combined Federal Campaign

By: Charles Meyer, Director

The Combined Federal Campaign (CFC) for 2003 was very successful. Our combined goal was approximately \$3.M. Due to the generosity of so many federal employees, we came within a few percentage points of achieving this goal. Total pledges were \$2,853,748. Thanks to all for your generosity. To view pledges by individual Divisions and 2003 CFC award winners, visit the website at: www.gatewaycfc.org.

Honorable Mention – R.A.Y. Environmental Award

By: Matt Veeh, GSA Real Property Specialist

The GSA Heartland Region earned a GSA Environmental Award, Honorable Mention, for the Robert A. Young (R.A.Y.) Federal Building's roof replacement project. The project was nominated for the region's Sustainable Design Award based on the roof's long life cycle and minimizing effects on the environment. GSA is honored to receive this prestigious environmental award and will unfailingly continue its mission to undertake projects having a positive impact on tenants, facilities, and the environment.



View of R.A.Y. Building roof with St. Louis Arch and Busch Stadium in the background



View of R.A.Y. Building roof with Eagleton Courthouse in the background

Women Inspiring Hope and Possibility

By Nancy Todd – GSA Lease Administration Specialist



The Greater St. Louis Federal Executive Board Federal Women's Program (FWP) Council held their 31st annual training and awards program at the Crowne Plaza St. Louis Airport Hotel, on March 18, 2004.

The theme of this year's FWP was "women inspiring hope and possibility." The evening activities included several guest speakers, a recognition program for supervisors, and presentation of FWP awards. The FWP Council also adopted a not-for-profit agency--Fortress Outreach. This agency responds to critical needs such as emergency shelter and transitional housing for battered women and their children. The Fortress Outreach "wish list" includes bath towels, books, copier paper, dishwashing liquid, shampoo, toothpaste and twin bed sheets. If interested in helping, please call 314-653-1500.

Colonel Debra A. Cook, Commander, Army Reserve Personnel, spoke of the changing role of women in the military and combat. Wendy Warren, Client Service Manager with SHPS, Inc., discussed the FSAFEDS Program and Federal Spending Account (FSA)--a tax-favored program that allows an eligible member to set aside pre-tax money from their paychecks to pay for certain health care and dependent care expenses. For information, refer to the FSA website (www.fsafeds.com) or contact 1-877-FSAFEDS (372-3337).

The motivational speaker for the evening was Betty Cuniberti--a columnist for the Everyday Section of the Post Dispatch. Ms. Cuniberti, who moved to St. Louis to enroll her daughter in a school for the deaf, has experienced breast cancer and shared her experiences with the audience. Although she has inspired many women, Ms. Cuniberti was quite humbled and surprised when asked to speak about inspiring hope and possibility in women's lives. I found her to be both fun loving and inspirational.

In closing, the program was informational and enjoyable. Thank you to the Federal Executive Board, Federal Women's Council, for the quality program

Matt Veeh - Real Property Specialist Intern

Matt Veeh is an intern with the GSA Downtown Field Office, R.A.Y. Federal Building. As a Real Property Specialist, Matt will receive training in the St. Louis Field Office and the Regional offices in Kansas City.



During his three year internship, Matt will be mentored by John Wood, his supervisor, and Tom Yochim, his coach.

Originally from the San Joaquin Valley of California, Matt graduated from UCLA in June 2003 with a Bachelors degree in Economics. He moved to St. Louis in August 2003 with his wife Erica, who is currently a first year medical student at Saint Louis University. They live in University City, MO. During college Matt had internships with manufacturing and brokerage firms where he gained financial as well as administrative experience. He also served as a Tax Intern for the Los Angeles office of Arthur Andersen where he worked as part of the State and Local Tax department.

Matt is looking forward to getting the necessary training and experience he needs to be a successful manager with GSA. He is confident GSA will provide him with these skills. GSA's intern program is very thorough. Intern's are given ample formal training and are assigned to other GSA offices on rotational assignments



Video Conferencing Unit

GSA/FTS has a portable video conferencing unit available for rent by Federal tenants of the RAY building. To allow users more space to accommodate their conferencing needs, GSA/FTS plans to rewire the conference room on each floor to handle the portable video conferencing unit. We would sincerely appreciate feedback or comments from tenants who may be interested in utilizing the video conferencing unit. Remember, using video conferencing can help save agencies TDY funds. Please refer questions and comments to Kim Brammeier at 314-539-3492, or Rod Rider at 314-539-3909.

EAGLETON COURTHOUSE CONSTRUCTION PROJECTS

By: Kris Hundsdorfer – GSA, Property Manager

A great deal of construction activity has occurred with the Thomas F. Eagleton Courthouse since the last edition of the Downtown Informer. Vehicle barriers, manufactured by ARMR, and new gate arms were installed for the garage entrance and exit lanes. Typically, the new barriers will be lowered during peak traffic periods in the morning and afternoon. When entering the garage after 6:00 p.m., or during the weekend, the Federal Protective Service guards will check and verify personnel identification badges and inspect vehicles. Please use caution when entering the garage--do not tailgate other vehicles.



Eagleton Garage Entrance / Exit Barriers

White pines and trees were planted along the east area of the park. Construction of the natural stone edging for the walk paths in the formal garden of the park project is underway. Novack is back-filling the formal garden area with top soil in preparation of the sod to be planted this summer. Although a date has not been set, a dedication ceremony will be held this year after the construction of the park is completed.



Park Project construction

Last year, B & K Tuckpointing began cleaning and sealing the exterior precast. Due to the inclement weather this winter, the project was postponed until conditions were favorable for work to proceed. This project will be finished in the summer of 2004. All the windows will be washed after the waterproofing process is completed.

The contract awarded to J. E. Novack Construction Co. to test and balance the water and air systems for our heating, ventilation and air conditioning equipment (HVAC) is 80% complete. With the exception of the stairwell pressurization system, all work has been completed on floors above the 20th level. Work is progressing on the installation of the new unit heaters and fan terminal units on various levels to provide adequate space comfort. New variable frequency drives on the condenser, chilled water and heating pumps were installed last month. The HVAC system that serves the 3rd floor Courtroom and 1M West Entrance will be modified this year. We anticipate this project to be completed in the summer of 2004.

GSA is currently soliciting bids for the installation of new handicapped entrance doors for the East and West entrance lobbies. A contract will be awarded when funding becomes available. At this time, construction is scheduled to occur in fiscal year 2005.

As part of the Fire Alarm Upgrades project, Hof Construction is modifying the fire suppression system on the 8th floor. Hof installed additional unit heaters in the west stairwells that serve the basement floors to level 4. Starting June 14, 2004, the smoke detectors and water flow switches will be tested. This project also includes additional signage in the stairwells to identify re-entry levels.

GSA is soliciting bids to core drill and install conduit for the new electronic turnstiles. We anticipate the installation of the new electronic turnstiles for the East and West entrances will be completed in the summer of 2004.

On April 8, 2004, GSA held the 30% design review meeting for the construction of additional prisoner holding cells. A project will be solicited to construct holding cells for the Magistrate Courtrooms with an option to upgrade all the existing USDC holding cells.

Later this year, new trees and bushes will be planted around the courthouse to replace dead and missing plants. New benches, smoking urns and garden area walk pads will be installed. In addition, the concrete jersey barriers that protect the perimeter of the Courthouse will be painted to improve the aesthetics of the exterior perimeter. At the time this newsletter went to press, the availability of funds was being reviewed before the landscape project could be awarded.

Lights A-Cross St. Louis

By: Sharon Zafe, GSA Real Property Specialist

The Thomas F. Eagleton U.S. Courthouse was pleased to join with many other buildings in the St. Louis area in saluting the American Red Cross with a special lighting display on March 8, 2004. Window lights were arranged to form the shape of the Red Cross, an internationally recognized symbol of humanitarian relief. The display was visible from the East side of the building and utilized empty courtrooms and public corridors on floors 12 through 16 to create the lighted cross. The "Lights A-Cross St. Louis" event calls attention to how the American Red Cross, a community-supported organization, relies on the public for donations of time, money and blood.



Eagleton Courthouse

From CPR and First Aid training to responding to disasters, the Red Cross can mean the difference between life and death. The Lights A-Cross St. Louis event is a service project of the Building Owners and Managers Association (BOMA) of St. Louis, of which GSA is a member.

GSA Advantage and E-Buy Training

By: Jose Mendez, GSA Supply



The GSA Federal Supply Service is offering GSA Advantage and E-Buy training for our federal customers, on Jun 29, 2004. Training will be held at the St. Louis Sewer District Building, 2350 Market Street, Room 213.

Training is free of charge and is a Certified Education Unit for people in the acquisition career field. GSA can provide these courses at your respective agencies in rooms with computers and Internet access. GSA also provides Advantage and Global Supply credit card training for new government credit card holders. If interested in training or you have questions regarding GSA supply support, contact Mr. Jose M. Mendez at (314) 539-3491 or (314) 303-0246 (cell phone).

Downtown Plaza Development

By: Sharon Zafe, GSA Real Property Specialist



Recently, artist Valerie Jaudon visited the Thomas F. Eagleton Courthouse to examine the progress of the Plaza Development. The combination park and garden is expected to be completed by July 2004.

Valerie Jaudon's design is a result of her great artistic talent and experience. According to art reviews in the New York Times Magazine, and the Von Lintel Gallery in New York, Jaudon is one of the best in original Pattern and Decoration paintings. Her work can be found in numerous art exhibitions, private collections and public collections, including the Museum of Modern Art in New York, Museum of Modern Art in Austria, and the St. Louis Art Museum. You can also access the Von Lintel Gallery website (www.vonlintel.com) to view her more recent work.

In addition to creating paintings, drawings and prints, Jaudon has completed several permanent public and architectural projects including a mosaic floor for the Washington National Airport in Washington D.C. and a mural scale painting for the Federal Courthouse in Jacksonville, Florida.

GSA tenants of the Eagleton Courthouse may visit the GSA office to browse Jaudon's other public and architectural projects. Jaudon's artwork offers a unique opportunity to create an environment that function as both a work of art as well as a practical garden for all St. Louis residents and visitors to enjoy. Once the trees are planted and grass is laid, the park and garden will be experienced both at the ground level and from the windows of the Courthouse.



Downtown Plaza Development

PERSONALITY PROFILES



Hello, my name is Brian Gerkens and I am the Custodial Project Manager at the RAY building for Olympus Building Services, Inc.



Hello, my name is Darryl Cross and I am the Building Custodial Manager for the Thomas F. Eagleton Federal Courthouse.

I grew up and have lived in the St. Louis area my entire life; I currently live in Eureka, MO. I am married and have two children, a 16-year-old boy and 12-year-old girl. I received my degree in computer science in 1989 and worked for Radio Shack as a Store Manager and at a large computer and office equipment supplier before changing fields. I have been in the cleaning industry since 1994, starting as a manager for local Famous Barr stores and since that time have handled areas in St. Louis as large as 45 accounts with approximately 300+ employees. I have been managing for Olympus at the RAY building for the past five years and the Federal Center located on Goodfellow. In 1998, I became a Registered Building Service Manager with the Building Service Contractors Assoc Intl. and attained the RBSM designation, which I carry today. My official title with Olympus Building Services is Area Manager and I handle all new account start-ups, as well as overseeing any accounts located between the East and West coast. I have enjoyed working in the RAY building the past 5 years. My staff and I will strive to keep the RAY building a clean environment for everyone to work in the future. Olympus has collaborated with GSA and our goal is to provide the highest possible level of service to the customers of the RAY building and considers it a privilege to work with you.

I began my career in the commercial cleaning business through sales with Tennant Company in 1978. I sold commercial and industrial cleaning products in markets of Chicago, San Francisco, and Northern California. My initial working experiences with government agencies involved military applications. In 1988, I became a sales manager, and eventually the general manager, for Ace Home & Office Cleaning Company of East St. Louis, MO. Ace conducted extensive business with Army and Air Force bases located throughout the Midwest. In 1992, I joined Mitch Murch's Maintenance Management (MMMM) Company where I managed custodial services for a group of buildings jointly owned by (at that time) McDonnell Douglas and IBM. In 1996, I left MMMM to serve as a parochial school principal. In 2000, I returned to MMMM to serve as the Director of Housekeeping for the Chase Park Plaza hotel. In 2001, I came to the Thomas F. Eagleton Federal Courthouse where I have enjoyed working these past three years. MMMM's ultimate goal is the complete satisfaction of customers and their cleaning and service needs at the Eagleton courthouse. We want customers to know we will make every attempt to maximize efficiency, safety, and integrity. When a customer is dissatisfied, we will do our best to correct the problem. We are very proud of the Thomas F. Eagleton Courthouse and we will do our best to foster an environment to allow customers to share the same sense of pride.



Use GSA Advantage!... To Your Advantage!

GSA Advantage! is the online shopping and ordering system that provides access to thousands of contractors and millions of services and products. Although anyone may browse the GSA Advantage! website, only a federal government employee with a government-wide SmartPay purchase card or a GSA Activity Address Code (AAC) may on GSA Advantage!. By using GSA Advantage! a customer can search for items using keywords, part numbers, National Stock Numbers, supplier names, and contract numbers. Customers can also compare features, prices, and delivery options, configure products and add accessories, and place orders directly online. Additional benefits of using GSA Advantage! include, the ability to review delivery options, select a convenient payment method, and view order history to track status, reorder, or cancel. GSA Advantage! is also easy to access. To utilize these benefits, visit the website (www.gsaadvantage.gov) or call (816) 926-1620.

Agency-Wide CRM to Take GSA Customer Service to Next Level

In an effort to fully integrate the customer into its business, the General Services Administration (GSA) is embarking on an effort that will help it more effectively serve its customers.

To improve the products and services that GSA offers its customers, from office supplies to telecom and real estate services, the agency is in the process of requesting funding from the Office of Management and Budget to implement an agency-wide customer relationship management (CRM) program.

What is CRM? CRM is defined as a business strategy that provides seamless integration of every area of business that touches the customer – marketing, sales, customer service and field support. It is an attempt by GSA to build business relationships with its customers, whereby customer needs and input are folded into GSA business strategies. Successful CRM implementation also involves the right supporting technology. This technology, in the form of commercial off-the-shelf software, is used to capture all of the information about GSA's customers in a usable way, so that the agency may become familiar with the customer's current needs, as well as its future plans. This familiarity will enable GSA to proactively recognize opportunities to assist its Federal customers with the right products and services.

Two of the GSA services, the Federal Technology Service (FTS) and Federal Supply Service (FSS) currently jointly use a software product that allows them to track customer contacts, interactions, and follow-up. The new agency-wide CRM initiative hopes to build on this success and bring the Public Buildings Service (PBS) into the mix, combining the strengths of all three organizations to develop integrated solutions that mirror GSA customer's needs.

What does agency-wide CRM mean to GSA's customers? While there might not be any noticeable difference initially, the hope is that with the CRM expertise developed by FTS and FSS thus far, and the drive by PBS to become a customer-centric organization, that within the next few years GSA will know more about its customers than ever before and become more responsive to customer needs. This customer knowledge will allow GSA to work as a partner helping its Federal customer agencies perform their critical missions more effectively.

Securing Alternate Facilities – Preparing for Worst Case Scenarios

If you had to face disaster tomorrow, would your agency be prepared? Would your agency be able to carry out mission-critical functions in the event of a forced relocation?

As stated in Federal Preparedness Circular 67, each agency is required to designate alternate operating facilities in preparation for possible emergencies. There are four types of alternate facilities that agencies have the option of utilizing, depending on the agency's specific needs: existing agency-controlled space, co-location alternate facilities, shared alternate facility through GSA or exclusive independent space.

Existing agency-controlled space is space that agencies may know of or already have that will be available for an extended period of time. Examples include vacant space, field offices, training or conference facilities, fitness centers, etc.

Co-location alternate facilities are possible when agencies arrange to move in with another agency temporarily (30-90 days). In this instance, an emergency may affect one agency but not the other. The agencies would need to establish a Memorandum of Understanding (MOU). Shared alternate facilities through GSA occur when several agencies share the cost of occupying a facility when one or some, but not all, agencies may need the space at a particular time. If all agencies would happen to need the space at one time, each would have a minimum guaranteed space based upon either an occupancy agreement or percentage of funding contributed.

Finally, exclusive independent space is necessary for some agencies due to their missions or other circumstances, but is a more expensive alternative. Alternate facilities can be secured by using agency owned space, leasing space using lease delegation authority, completing an MOU or by making a request for space from GSA through a phone call or email. For questions regarding securing alternate facilities, or to start the process of securing the space through GSA, please contact your Regional Account Manager at (816) 926-5219.

A FUN-FILLED SUMMER!

CHILD CARE CONNECTION, INC.

SUMMER CAMP 2004

Summer Camps now enrolling for 6-10 year olds.
June 7-August 13. Choose your weeks.

Camps will offer fun-filled days of activities and field trips everyday to famous landmarks such as: Magic House, Science Center, Grant's Farm, Cahokia Mounds, World Bird Sanctuary, Botanical Gardens, Purina Farms, Mid-America Aquarium and much more! Your child will never get bored with all the activities we have planned this summer!

Limited openings, enroll today!

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